



An Equal Opportunity Employer
CAREER OPPORTUNITY

Recruiting to Begin Immediately –
Open until Filled

HUMAN RESOURCES
301 W High Street, Suite 720
Jefferson City, MO 65102

Interested candidates should:
Email a cover letter and resume to
Jamie.Angel@ded.mo.gov

Operational Excellence Coordinator

Strategy & Performance

Jefferson City, MO

Come join the team that is committed to operational excellence and creating greater opportunities for all Missourians to prosper. We're laying the groundwork to help the Department of Economic Development (DED) become the best economic development department in the Midwest. Are you interested in partnering with colleagues so they can meet continuous improvement goals and drive agency success? Are you eager to grow expertise and deliver on operational excellence fundamentals such as Lean, performance management, project management, data management/visualization, customer satisfaction, and facilitation? If so, we want to hear from you!

Your Primary Focus Will Be:

- Objective 1: Actively support DED's continuous improvement (CI) efforts (~60% of job)
 - Serve on project team for each DED CI project
 - Provide technical and project management support for each DED CI project (e.g., workflow visualization, data-gathering, etc.)
 - Facilitate CI sessions with teams as needed
 - Track and report on CI progress by project
- Objective 2: Ensure DED has a timely, useful performance dashboard that helps drive agency discussions and decisions (~20% of job)
 - Ensure monthly readiness of dashboard communications for leaders and others throughout DED
 - Help program leaders translate targets and results into helpful dashboard visualizations
 - Lead the continuous evolution of dashboard by incorporating new performance measures with new ways to visualize data
 - Help program leaders evolve their budget program descriptions with simple, compelling visualizations that align with dashboard measures
- Objective 3: Provide project management support for DED's strategic initiatives (~10% of job)
 - Help train and support initiative leaders on building their initiative scopes and project plans
 - Help initiative leaders keep up to date with and report on initiative progress
 - Report on progress of DED's portfolio of initiatives
- Objective 4: Provide additional operational excellence and other support (~10% of job)
 - Customer Satisfaction: maintain customer feedback systems and ensure data is organized and actionable for program leaders.
 - Program reviews/evaluations: assist as needed with operational excellence portion of program reviews
 - Other: Support additional DED and statewide operational excellence requests as well as other needs that surface

Salary (based upon credentials): \$41,000 - \$45,000

Required Qualifications:

A Bachelor's degree from an accredited college or university

AND

Two or more years of professional experience in research and analysis, program or policy development, management analysis, grant management, budget/fiscal analysis, and/or a closely related area.

(Additional qualifying experience may substitute on a year-for-year basis for deficiencies in the required education.)

Required Skills:

- Continuous Improvement
 - Experience successfully participating in continuous improvement efforts; trained on basics of continuous improvement
 - Exposure to Lean highly preferred (e.g., completed yellow or green belt program); ready for deeper training as needed
- Project Management
 - Experience successfully leading projects that require managing the complexity of stakeholders, timelines, and deliverables; ready for deeper training as needed
- Data
 - Strong in Excel; ready for deeper training as needed (including Tableau)
 - Competent in basic data visualization; ready to learn more advanced techniques
- Communication
 - Very successful at inspiring trust and developing strong interpersonal relationships
 - Persuasive, clear writer
 - Experience successfully turning complex information and data into succinct communications

For questions, please contact Paul Eisenstein, Deputy Director of Strategy & Performance Division,
at 573-526-8216 or Paul.Eisenstein@ded.mo.gov